

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors:	Maria Theresa Barnes-Leon; Nardo B. Catahan Jr.; Shailendra Garg; Ramaswamy Sundararajan		
Assignee:	Siebel Systems, Inc.		
Title:	SERVICE REQUEST COMMON OBJECT		
Application No.:	10/809,927	Filing Date:	March 24, 2004
Examiner:	Ho T. Shiu	Group Art Unit:	2457
Docket No.:	OIC0103US	Confirmation No.:	6763

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Austin, Texas  
April 6, 2010

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated January 6, 2010, having a shortened statutory period expiring on April 6, 2010. Further examination and reconsideration are respectfully requested in light of the following amendments and remarks.

No amendments to the specification or drawings are presented in this paper.

Amendments to the claims begin on page 2 of this paper.

Remarks begin on page 17 of this paper.